

TELECOMMUNICATIONS OPERATOR (DISPATCHER)

Shawano County Sheriff's Department 911 Communication Center, Shawano, WI

Hourly Salary Range: \$16.47 - 19.50 per hour.

Job Summary

This is a non-sworn position requiring the performance of tasks associated with communications and records. This position is frequently intellectually demanding. It is a position in which the individual may be required to function as part of a cohesive unit or act independently in performing assigned tasks. While an individual in this position normally performs tasks at the direction and under the supervision of a Shift Supervisor, a Dispatcher must be able to exercise independent judgment and performs tasks in the absence of supervision, especially in emergency situations.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operation of two-way radio equipment for direct communication with law enforcement officers including emergency frequencies and testing of the same.
- Operation of the countywide emergency paging system for severe weather and dispatching of emergency services.
- Operation of the County E911 system
- Operation of the T.I.M.E system, telephone system, FAX machine and hearing impaired equipment.
- Operation of the Law Enforcement computer software program(s) i.e. Computer Aided Dispatch (CAD) module, Jail module and Records module and etc. and entry and modification of complaints and accident information in the computer system.
- Entry, validation and removal of warrants, stolen property, restraining orders and missing persons in the Wisconsin T.I.M.E. system.
- Receive and evaluates emergency and non-emergency calls
- Provides pre-arrival instructions as needed for emergency calls
- Coordinate activities between Law Enforcement, Ambulance and Fire units as well as other county departments and outside agencies.
- Assist with on the job training of new Dispatchers
- Relays information to the public when requested.
- Perform related work as required.

LICENSE / CERTIFICATION

Identify licenses/certification required:

- Requires a valid Wisconsin driver's license and adequate insurance as required by County Policy.
- CPR Certification.
- Time System certification.
- Law Enforcement, Fire, and Emergency Medical Dispatching certification.

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK

Skilled in:

- Knowledge of police communication codes and radio signals, and the operation of the communication system.
- Basic knowledge of techniques, methods, and practices commonly used in public safety communications and in business offices and the ability and skill to employ them.
- Basic knowledge of departmental rules, regulations, policies and procedures.
- Basic knowledge of other available resources
- Basic knowledge of map reading.
- Ability to type at a reasonable rate while receiving information via the radio and telephone system
- Ability to read and decipher or (interpret) Department of Transportation (DOT) responses and T.I.M.E. system hits.
- Ability to maintain confidentiality of sensitive materials, records and conversations.
- Ability to handle stressful situations.
- Ability to perform multiple tasks at one time.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations and other employees of the organization.
- Ability and skill to communicate the English language, orally and in writing in an effective and efficient manner.
- Ability to remember details, recalls details, and understands and executes complex oral and written instructions.
- Ability to defuse volatile situations.
- Ability to add and subtract three digit numbers and to multiply and divide
- Ability to define problems collects data, establish facts, and draw valid conclusions.
- Ability to make life or death decisions in a matter of seconds in high stress situations.
- Specialized equipment used includes, but is not limited to: radio equipment (portable and console), sound recording equipment (tape recorder for telephone and radio and call check unit), alarm equipment (burglar, fire, etc., telephone alarm system. E911 system and Telephonic devise for the deaf (TDD).
- Office equipment used includes, but is not limited to: telephone (regular and cellular), computer (various programs), typewriter, copy machine, and FAX machine, and calculator.
- Basic knowledge of commonly used equipment and ability and skill to use the equipment.

HAZARDOUS WORKING CONDITIONS

Unusual or hazardous working conditions related to performance of duties:

- Tasks are performed indoors in an office environment.
- An individual may be required to perform tasks continuously for extended periods of time (possibly in excess of 8 hours) without regular break(s).
- Tasks are commonly performed under conditions that may contribute to emotional stress.
- While performing the duties of this job, the employee could be exposed to a slight risk of electrical shock. The noise level in the work environment is usually moderate.
- Extensive use of headset equipment.

Closing date is June 8, 2011.

http://www.co.shawano.wi.us/career_opportunities/